

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 215

Utilities and Transportation Commission

Mission

The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

Goal Ensure railroad and pipeline safety companies build and operate their facilities in a way that contributes to public safety.

Performance Measure The number of grade crossing and trespass collisions per million train miles in Washington.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				11				11
Actual				5.9				4.75
Date Measured				12/31/2001				12/31/2002

Performance Measure Reported natural gas and hazardous liquid incidents per 100 miles of pipeline in Washington.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1.0				1.0
Actual				.52				0.52
Date Measured				12/31/2000				12/31/2001

Goal Ensure essential consumer protection by assuring fair rates and compliance with standards for service quality, business practices, and reliability of delivery systems.

Performance Measure Telecommunications service quality complaints per 100,000 access lines: U S West.*

* Service quality complaints have been driven by the industry's largest carrier, U S West, which is therefore shown separately.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				94.0				94
Actual				38				32.76
Date Measured				12/31/2001				12/31/2002

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 215

Utilities and Transportation Commission

Performance Measure	Telecommunications service quality complaints per 100,000 access lines: Other local exchange companies (other than U S West).							
	Fiscal Year 2002				Fiscal Year 2003			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				42.7				42.7
Actual				11				8.8
Date Measured				12/31/2001				12/31/2002

Goal Take actions to increase competition and choice where there is benefit to consumers.

Performance Measure	Percentage of Washington households with telephone service.*							
	Fiscal Year 2002				Fiscal Year 2003			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			96%				96%	
Actual			95%				96%	
Date Measured			12/31/2001				12/31/2002	

* Washington ranks above the national average, which was 94.2% in 1995.

Performance Measure	Concentration Index for the local telephone market.*							
	Fiscal Year 2002				Fiscal Year 2003			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			8000				8000	
Actual			8872				8200	
Date Measured			12/31/2001				12/31/2002	

* Lower concentration index equals more competition; a concentration index of 10,000 indicates a monopoly exists.